

Ingo Hehner

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DIRECTOR OF SOFTWARE ENGINEERING

Accomplished Technology Industry leader with extensive experience guiding diverse teams to develop and deploy cutting-edge software solutions. Effectively manages large groups of professionals, fostering efficiency and innovation through Agile methodologies and advanced project management tools. Renowned for operational leadership, commitment to excellence, and dedication to customer satisfaction.

Expert in implementing and integrating large-scale enterprise applications, creating custom solutions on both traditional coding platforms and the OutSystems platform, and integrating complex systems to streamline operations and enhance productivity. Adept at leveraging cloud technologies and automated testing frameworks to deliver robust, scalable solutions that meet critical business needs.

AREAS OF EXPERTISE

Warehouse Integration | Project Management Systems | Order Management Solution | Enterprise Migration | Automated Testing | Fleet Routing Optimization | Data Visualization & Reporting | Cloud Computing

TECHNICAL SKILLS

Programming Languages: Python, Ruby, Java, C#, Perl, Shell

Databases: Oracle, MySQL, SQL Server, MongoDB

Software: Oracle Enterprise Cloud Warehouse, OutSystems, Alfresco, Jira

OS: Microsoft Windows, Mac OS, iOS, Linux, Solaris (UNIX), HP-UX

Cloud Platforms: AWS, Oracle Cloud, Google Cloud

PROFESSIONAL EXPERIENCE

DYCOM INDUSTRIES INC. Palm Beach Gardens, FL

10/2016 - Present

Director of Software Engineering (remote)

- Led diverse team of up to 36 employees and contractors across various operational, developmental, and technical disciplines, including business analysts and quality engineers. Utilized Agile methodologies and Jira for efficient project management, improving project delivery timelines. Managed \$5M+ annual budget.
- Spearheaded implementation of Oracle Enterprise Warehouse Cloud across major warehouses nationwide, integrating it with internal applications, leading to significant cost savings and more efficient inventory control, optimizing company's supply chain operations.
- Designed and implemented a fully integrated order management solution complementing Oracle Enterprise Warehouse Cloud platform. This system, including AP and AR modules, streamlined financial processes, reducing processing times by 50% and improving financial accuracy by 35%.
- Developed responsive design app on OutSystems platform for smaller warehouses, enabling quick receiving, issuing, and transferring of items via mobile devices, which increased worker productivity and reduced inventory errors by 25%, and ensured consistent data across the corporate systems.
- Architected, built and deployed state-of-the-art project management system on OutSystems platform, integrating with customer systems and company's ERP. This comprehensive solution which improved project tracking, resource allocation, and customer satisfaction rates by 40%.

- Developed an automated testing suite using Python, Selenium, and pytest, which reduced regression testing cycles by 40%, enabling faster product releases and more efficient bug fixes.
- Championed enterprise-wide IT migration from SharePoint to Alfresco, resulting in improved document organization, accessibility, and security across all subsidiaries.
- Implemented Google's Cloud Fleet Routing to optimize field technician operations, leading to 20% reduction in fuel costs, improvement in tickets worked, and significant increase in customer satisfaction scores.
- Created advanced reporting and data visualization tools using Python, Pandas, Plotly Express, and Django, leveraging APIs to extract data from various sources. These tools provided management with actionable insights, improving strategic decision-making processes.

XO COMMUNICATIONS, Plano, TX**12/2015 - 10/2016****Director System Engineering**

Managed team of 18 in operations and development, overseeing XO's first iOS application development.

- Implemented Singleview billing systems and major upgrades within project timelines and budget. Presented on behalf of XO at executive and international forums, enhancing corporate visibility.
- Managed 24/7/365 operations for the Mediation, Fraud and various Billing systems.
- Responsible for tier 2 support of the financial systems as well the Sarbanes Oxley compliance of those systems.

Roles held with XO Communications Prior to 2015:**Sr. Manager, Systems Engineering****Manager Systems Engineering****ADDITIONAL RELATED EXPERIENCE****ALLEGIANCE TELECOM OF TEXAS, INC, Dallas, TX****Sr. System Analyst****Financial Systems Analyst****BRIGHTSTAR, Dallas, TX****Consultant****CANSOFT CONSULTING, Dallas, TX****Consultant****EDUCATION**

Diploma in Mechanical Engineering (equivalent to Bachelor of Engineering), Fachhochschule of Düsseldorf, Germany

CERTIFICATIONS**LANGUAGES**

Fluent in German and English; intermediate in Spanish